

CSHCS ALERT #4-2014 - RE: Wright and Filippis
Tue 2/18/2014

Wright & Filippis, the DME provider, has started requiring that everyone with CSHCS using their services bring their CEN letter with them. If they can't get it from the family, they have been contacting the LHDs and others to fax them a copy of the CEN.

CHAMPS has been set up to deny payment for DME unless the ordering physician is authorized by CSHCS. This appears to be the reason they are requesting the CENs as a way of checking the ordering physician against the CSHCS authorized providers listed on the CEN.

There has been significant discussion with them regarding this issue. We believe they now understand that when the person also has Medicaid and especially when they are enrolled in an MHP, that they do not need the CEN at all. If the person has Medicaid, the need for the ordering physician to be CSHCS authorized is moot and Medicaid pays. If the client is in an MHP, the MHP has their own authorization and reimbursement process.

However, since the system has been set up to deny payment unless the ordering physician is also authorized by CSHCS, there is a good reason for the need for this information when the person only has CSHCS (and no Medicaid). Therefore, if you are contacted by Wright and Filippis for a CEN for a CSHCS only (no Medicaid) client, please fax it to them.

We realize that the LHDs were asked in the Regional meetings last year, not to send CENs to providers without the parents' knowledge. But in this case, too much of a delay in services may result for the family if families need to be contacted. This communication also falls within the HIPAA parameters of information for payment purposes. Therefore, you do not need to get permission from the family to send the CEN.

Also, please do not refer Wright and Filippis (or other providers) to the Family Phone Line for this assistance. That phone line is dedicated to families and providers are not supposed to use it.

Please let us know if there is continued confusion regarding the need to fax CENs only when the client has CSHCS only. In addition, we are not sure what the other DME providers are doing to assure they operate according to this rule since we have not heard from them. Please let us know if you also hear from other DME providers as well.

If you have questions, please contact Karla McCandless at mccandlessk@michigan.gov Thanks.

Karla McCandless, Manager
Policy & Program Development
Children's Special Health Care Services
Michigan Department of Community Health
320 S. Walnut – 6th Floor
Lansing, MI 48913